WSDOT

Transit User Survey

We want to hear from you!

To help ensure that your community's transit needs are met, the Washington State Department of Transportation on behalf of the Peninsula Regional Transportation Planning Organization is working with local transit agencies to identify and address unmet transportation needs. This survey focuses on transit needs of elderly, young people, disabled, low-income, and other customers who depend on public transportation in Clallam, Jefferson, Kitsap and Mason counties.

This survey allows us to better serve your community by helping identify needs and recommending transit improvements that will benefit transit customers. We aim to hear from a wide range of people, and have included some demographic questions to help us understand who is responding to this survey. Your answers to all questions are confidential and voluntary, and are combined with those of other respondents for analysis purposes only.

This survey will take 5-10 minutes to complete and will remain open until 11:59 p.m. Tuesday, August 21, 2018. Thank you for your input!

This survey is also available online, visit https://www.surveymonkey.com/r/transituser

1. Please provide the city/town where you live, or the nearest city/town if you live outside its boundaries and county:

2. Which of the following applies to you? (select closet option):

   - ☐ I live, work/study within the county
   - ☐ I live in the county, but work/study elsewhere
   - ☐ I work/study in the county, but live elsewhere
   - ☐ I don't live, work, or study in the county.

3. Which of the following applies to you? (select all that apply):

   - ☐ I cannot afford to purchase or maintain a vehicle
   - ☐ My vehicle is not working properly
   - ☐ I do not have a driver's license
   - ☐ High gas prices or other costs
   - ☐ I prefer to save money by riding the bus
   - ☐ I avoid driving in congested traffic
   - ☐ I believe using transit is better for the environment/air quality
   - ☐ I do not drive
   - ☐ I do not use transit
   - ☐ Other please specify_____

4. I use public transportation to access the following (select all that apply):

- ☐ Banking
- ☐ Childcare
- ☐ Community events
- ☐ Court appointments
- ☐ Drug/alcohol treatment
- ☐ Education
- ☐ Food bank
- ☐ Grocery shopping
- ☐ Job training
- ☐ Employment
- ☐ Medical/dental appointments
- ☐ Elder/Senior services
- ☐ Social services appointments
- ☐ Vocational rehabilitation
- ☐ WorkSource appointments
- ☐ Recreation
- ☐ Other, please specify _____

5. I use public transportation on the following days (select all that apply):Sunday

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday

6. I use public transportation during the following time(s) of day (select all that apply):

- ☐ Morning: 6 a.m. - 12 Noon
- ☐ Afternoon: 12 Noon - 4 p.m.
- ☐ Evening: 4 - 8 p.m.
- ☐ Night: 8 p.m. - midnight
- ☐ Other please specify _____

7. I use public transportation (this often):

- ☐ Everyday
- ☐ Monday - Friday
- ☐ Once or twice per week
- ☐ Occasionally
- ☐ Several times per month
- ☐ Never

8. How do you plan your public transportation trip?

- ☐ I search the internet or another smartphone mobile app
- ☐ I use the printed transit schedule
- ☐ I contact transit personnel via telephone to assist me with planning my trip
- ☐ I converse with other transit riders to assist me with planning my trip
- ☐ I do not use transit
- ☐ Other (please specify) _____

9. What would it take for you to use public transportation? (select one option)

- ☐ Connectivity to other transit systems for out of county trips
- ☐ Free or reduced rate bus passes
- ☐ Dial-A-Ride service
- ☐ Other (please specify) _____

10. When considering the current public transportation system, I wish the following changes could be made: (Select top three options)

- ☐ Expand the transit system boundaries to serve a larger area
- ☐ Have more express buses
- ☐ Have online transit fare accounts
- ☐ Increase transit service hours
- ☐ Increase the frequency of transit stops
- ☐ Improved and enhanced bus shelters
- ☐ Have more park and ride lots
- ☐ Enhanced maintenance and security of park and ride lots

11. If public transportation is not available, how do you get around? (check all that apply)

- ☐ I drive myself
- ☐ Family member
- ☐ Neighbor
- ☐ Community service group
- ☐ Walk/Bicycle
- ☐ Taxi/Uber/Lyft
- ☐ Other (please specify) _____

12. Dial-A-Ride service is an origin-to-destination advanced reservation transportation service for seniors or persons with disabilities. Do you use the Dial-A-Ride service?

- ☐ Yes
- ☐ No

13. Are there places that you would like to go, but transit does not go there?

- ☐ No
- ☐ Yes (please indicate where)

14. Is the public transit fare affordable for you?

- ☐ Yes
- ☐ No

15. Do you require dialysis or other regular medically-related transportation?

- ☐ Yes
- ☐ No

16. Do you live within walking distance of a public transit bus stop?

- ☐ Yes
- ☐ No
- ☐ I do not know

17. Do you need public transportation service on weekends?

- ☐ Yes
- ☐ No

18. What is your primary language?

- ☐ English
- ☐ Spanish
- ☐ Korean
- ☐ Tagalog
- ☐ German
- ☐ Chinese
- ☐ French
- ☐ Other (please specify) _____

19. What types of transportation services have you used in the last 12 months?

- ☐ Public transportation
- ☐ Faith-based organization transportation
- ☐ Non-emergency medical transportation
- ☐ Social service or employment assistance transportation
- ☐ Dial-A-Ride service
- ☐ Taxi, Uber, Lyft, etc.
- ☐ Family/friends
- ☐ None of the above

20. What age group are you in?

- ☐ 17 years or younger
- ☐ 18-64 years
- ☐ 65 years and older
- ☐ Other (please specify) _____

21. If you use a mobility aid to get around (cane, walker, wheelchair, power scooter, service animal or personal care assistant), is transit able to meet your needs?

- ☐ Yes
- ☐ No
- ☐ I do not use mobility aids

22. Which of the following best applies to you?

- ☐ Employed outside the home
- ☐ Employed and work from home
- ☐ Student
- ☐ Unemployed
- ☐ Retired
- ☐ Stay-at-home parent
- ☐ Other (please specify) _____

23. Do you have any additional comments that you would like to share regarding public transportation?

Thank you!

We appreciate your participation in shaping the future of accessible transportation. For a copy of the survey results, contact Debbie Clemen, WSDOT Olympic Region Multimodal Planning, at clemend@wsdot.wa.gov.

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